

e-District

Social Welfare
Department



**USER
MANUAL**
for
Block
Development
Office Assistant
Version 1.2

September 2014

TNeGA
Empowering Citizen's thru IT

NIC

USER MANUAL

for

BDO Office Assistant

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MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
TAMILNADU STATE CENTRE, CHENNAI

Amendment Log

Version Number	Date	Change Number	Brief Description	Sections Changed
1.0	14.04.10		1 st Release	
1.1	12.07.10	1	UAT Feedback changes reflected in document	Third Section
1.2	03.09.14	2	Changes in Screen shots, Changes in Scheme Names, and inclusion of SMS changed in the document	All Sections

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1. INTRODUCTION

1.1. Users Prerequisite

All the computer users must have basic computer knowledge. They should have sufficient experience in using the mouse, keyboard, printer and other essential peripheral devices. The user should also be familiar with browsers.

1.2. Purpose

This document intends to provide the operating instructions for operating the eDistrict application developed for Social Welfare Department. On going through this manual, the user can acquire adequate knowledge about the software and perform its functions to the full extent.

1.3. Document Organization

The document has been prepared as per NIC-QMS standards. The document contains 3 main sections:

Section I gives an Introduction

Section II describes the Product Features

Section III details the Operating Instructions

1.4. References

- To-Be & FRS Report, e-District, Tamil Nadu (Social Welfare Department)
- Minutes of meetings held with Social Welfare Department.

1.5. Problem Reporting

In case of any problem/suggestion related to policy/change requirements, user may report to

The Director, Social Welfare & Nutritious Meals Programme, Chintadripet, Chennai,
email: cswbqr.tn@nic.in phone: 044-28454639

In case of any problem/suggestion related to software, user may report to

The State Informatics Officer, NIC, TN State Centre, Chennai
Email: sio.tn@nic.in phone: 044-24902580

2. PRODUCT FEATURES

2.1. Objective

The Department of Social Welfare and Nutritious Meal Programme of the Government of Tamil Nadu is responsible for implementation of schemes for the welfare of people. The objectives of the department are the overall care, protection, treatment, training, development and rehabilitation of women and children, disabled persons, aged and infirm who are in distress, children in need of care and protection and children in conflict with law, destitute and orphan children and children in difficult circumstances.

The objective is to develop a computerized workflow system, as part of the e-District portal, for the end-to-end processing of applications submitted through Citizen Service Centres for availing services of the Social Welfare department. The processing of the application forms involve:

1. Movement of application from CSC to Block office
2. Recording of field verification details
3. Forwarding to DSWO by BDO after scrutiny of application and verification details
4. Approval by DSWO
5. Generation of Sanction Proceeding
6. Cheque disbursement and handing over

The services identified to be implemented under e-District project for Social Welfare Department are:

- i) Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme
- ii) Dr. Muthulakshmi Reddy Ninaivu Inter caste Marriage Assistance Scheme
- iii) EVR Maniammaiyar Ninaivu Widow Daughter Marriage Assistance Scheme
- iv) Dr. Dharmambal Ammaiyar Ninaivu Widow Re-Marriage Assistance Scheme
- v) Annai Teresa Ammaiyar Ninaivu Orphan Girls Marriage Assistance Scheme
- vi) Chief Minister's Girl Child Protection Scheme

2.2 Features

- Enabling delivery of the above services through Common Service Centres and other centres such as TFCs/ BFCs/ PACs, etc.
- The citizen can submit an application to avail any of the above services, by registering for it through the nearby Citizen Service Center. The citizen need not travel to the DSWO or BDO office to submit the application.
- On submission of the application, the citizen would be provided an Application ID using which the citizen can track information about the status of his/her application at any time. Thereby transparency will be brought about.
- Automation of workflow and internal processes of DSWO and BDO office will increase functional efficiency. All the functionaries of the system such as District Social Welfare Officer, District Social Welfare Office Accountant, District Social Welfare Office Assistant, Block Development Officer and Block Development Assistant are included in the workflow system.
- Infusion of accountability in operations - Records of all steps of the workflow are maintained by the system for any future reference or auditing purposes.
- Reduce the time to prepare sanction proceedings/reports.
- SMS sent to the applicant regarding approval/rejection status
- Enables decision makers to view MIS reports/charts for monitoring of performance and service delivery quality.

2.3. Security

- Username and Password verification - Encrypted Password.
- Permissions and Privileges based on the role.

3. HARDWARE AND SOFTWARE REQUIREMENTS

- Desktop PC System with any Operating System
- SWAN / Internet Connection
- Printer
- Scanner
- Web Browser
- Anti-virus Software

4. OPERATING INSTRUCTIONS

4.1. Common Operating Guidelines

- Utmost secrecy should be maintained for the login password.
- Change the password frequently (preferably every month).
- After login, if any menu is not visible it indicates that you do not have the privileges for using that option.
- Read the error messages or warnings carefully and do as per the directions given.
- All systems should be maintained with latest Anti-Virus software.
- Computers need dust free environment for better performance.

4.2. Specific Operating Guidelines

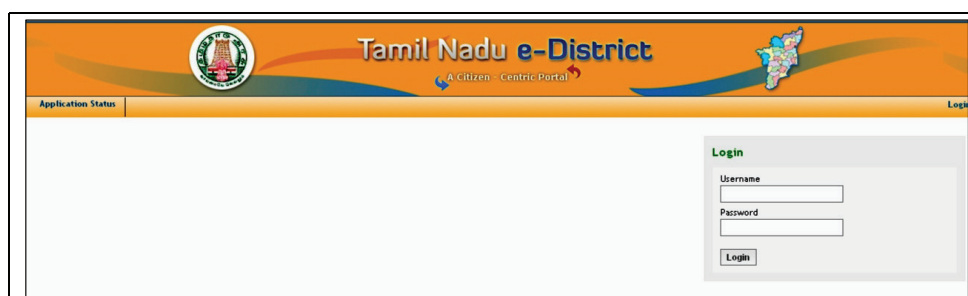
4.2.1. Logging in to the System

To perform any operation/task on the computer, user must have an account on the computer. The District Administrative User designated for eDistrict Social Welfare will create the accounts. An account will be created with an initial password. The password must be changed later by the user and its secrecy should be strictly maintained.

4.2.2. Starting and Logging into the eDistrict Social Welfare System

For starting the application on the Internet browser type the URL

<https://edistricts.tn.gov.in/socialwelfare>. On the Login screen enter username and password and click the '**Login**' button



The screenshot shows the login interface of the Tamil Nadu e-District Social Welfare System. The header features the Tamil Nadu state emblem, the text 'Tamil Nadu e-District', and 'A Citizen - Centric Portal' with a map of Tamil Nadu. Below the header, there is a 'Login' section with fields for 'Username' and 'Password', and a 'Login' button. To the left of the login section, there is a placeholder for 'Application Status'.

4.2.3. User Roles

Depending on the functions carried out, users of the eDistrict Social Welfare software are categorized into following levels:

- District Level User or DSWO
- DSWO Office Accountant
- District Office – Assistant
- Block Level User - BDO
- Block Office - Assistant

If an Employee has to manage additional charge and handling work of more than one seat then on login, a screen in the following fig will appear to enable the user to select the seat for which he/she is about to execute responsibilities. The user may switch over to another seat only after logging out and logging in again.



The screenshot shows the Tamil Nadu e-District portal. At the top, there is a header with the Tamil Nadu state emblem, the text "Tamil Nadu e-District", and a tagline "A Citizen - Centric Portal". Below the header, there is a table with two columns: "Sl. No." and "Description". The table contains two rows, each with an "Enter" button. Below the table, there is a footer that reads "Designed & Hosted By: National Informatics Centre, Chennai."

Sl. No.	Description	
1	Block Development Officer's Assistant - Ariyalur - JAYAMKONDAM Block	Enter
2	Block Development Officer's Assistant - Ariyalur - ARYALUR Block	Enter

4.3. Workflow

The sequence of steps involved in processing the citizen request is as follows:

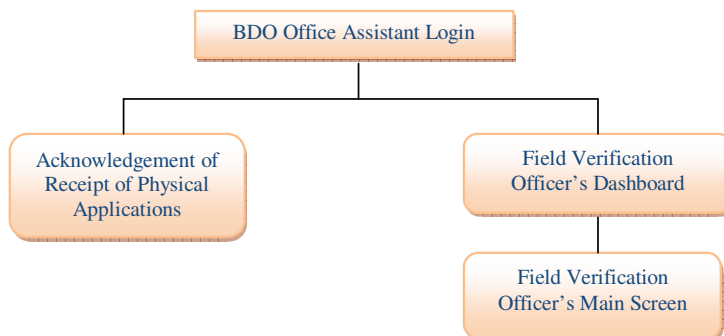
- a. The Service Request Form (application form for availing the scheme) is registered in the system from the citizen service centre.
- b. The application becomes visible in the BDO assistant's screen.
- c. On receipt of application, BDO assistant enters acknowledgement of application receipt details.

- d. The received applications are distributed for field verification.
- e. The BDO assistant enters the field verification observations for the application in the system.
- f. The application becomes visible on BDO's dashboard.
- g. BDO views all details of the application, including remarks of field verification.
- h. BDO forwards the application to DSWO after scrutiny.
- i. The application becomes visible on DSWO's dashboard.
- j. DSWO views all details of the application, including remarks of field verification, and remarks of BDO.
- k. DSWO enters whether the application form is approved or rejected. In case of rejection, the reason for rejection is also recorded.
- l. On rejection an SMS is sent by the system to the applicant along with the reason for rejection of the application.
- m. DSWO can select any of the approved applications for including in Sanction Proceeding, and print the proceeding.
- n. Cheques are prepared for all applications included in the selected Sanction Proceedings. Details of cheques are entered on the system by the DSWO Accountant.
- o. On completion of cheques details entry, the system sends SMSs to the concerned applicants intimating the readiness of the cheques.
- p. Once cheques are handed over to the beneficiary, name of recipient and date of despatch are recorded in the system by the DSWO Accountant.

The following section describes the functions of Block Development Office Assistant's role.

4.3.1. Block Development Office Assistant

The functions of the Block Development Office (BDO) Assistant are as follows:



Block Development Office Assistant logs into the system using user ID and password assigned.

If the BDO assistant has to manage additional charge and handling work of more than one seat then on login, a screen shown in section 4.2.3 appears to enable the user to select the seat for which he/she is about to execute responsibilities. The user may switch over to another seat only after log out and login again.

The menu options available to the BDO assistant are shown in following screen:



On receiving the hardcopy of application form along with documentary proofs, BDO assistant has to record on the system that the application is received.

4.3.1.1. Acknowledgement for Physical Application Receipt

Move the mouse over the menu-option “Acknowledgement for Physical Application Receipt”. Select “Marriage Schemes” in the submenu. In the further submenu that appears click on the desired Scheme Name as shown in following figure.



The screenshot shows the Tamil Nadu e-District portal. The header includes the Tamil Nadu state emblem, the text "Tamil Nadu e-District", and "சமூக நலத்துறை" (Social Welfare Department). Below the header, there are navigation links: "Acknowledgement For Physical Application Receipt", "Field Officer's Dash Board", "Change Password", and a "Logout" button. A welcome message reads: "Welcome bdoAsstCoimbatore, Karamadai block, Coimbatore District". A sidebar menu under "Marriage Schemes" lists several schemes, with "Moovalur Ramamirtham Ammaiya Ninaivu Marriage Assistance Scheme" selected. The main content area displays "Informatics Centre, Chennai."

On selecting the Marriage Scheme name, the list of all applications pertaining to this Block that have been filed from the CSC's are listed out as follows:



The screenshot shows the "Acknowledgement of Receipt of Physical Application of Moovalur Ramamirtham Ammaiya Ninaivu Marriage Assistance Scheme from CSC" page. It features a "Receipt Date" dropdown set to "18-08-2014". Below is a table listing applications from the Karamadai Block. The table has columns for Check, Office, Application Id, Application Dt. CAN, Applicant's Name, Bride's Name, Bride's DOB, Bride's Qualification, and Applicant's Address. Five applications are listed, with checkboxes for the first three and the last one. A "Submit" button is at the bottom.

Check	Office	Application Id	Application Dt. CAN	Applicant's Name	Bride's Name	Bride's DOB	Bride's Qualification	Applicant's Address
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/00001	07-02-2014 0331203000937	Kannan	Anitha	20-02-1985	Degree or above	33, dd, CHINNAMPALAYAM, Coimbatore, TAMIL NADU - 642001.
<input checked="" type="checkbox"/>	KARAMADAI Block	2014/0301/12/00002	14-03-2014 0331203000974	Jayanthi	Kanimozhi	18-03-1988	Degree or above	323, POLLACHI, Coimbatore, TAMIL NADU - 642001.
<input checked="" type="checkbox"/>	KARAMADAI Block	2014/0301/12/000015	28-04-2014 0331203001012	Jai	Kalai	01-01-1982	Degree or above	23, POLLACHI, Coimbatore, TAMIL NADU - 642001.
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/000016	29-04-2014 0331203000994	Thirumal	Renuga	02-04-1985	10th to 12th standard	32, POLLACHI, Coimbatore, TAMIL NADU - 642001.
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/000025	11-08-2014 0331211000011	Rani	Vinotha	22-05-1985	10th to 12th standard	22, ANNUR, Coimbatore, TAMIL NADU - 623454.

Enter receipt date.

Click on the checkboxes beside the applications that have been delivered by courier to the BDO office on the above date.

Click on Submit button.

A message as shown “Selected applications are acknowledged as received and sent for field verification” appears on the screen as shown below:

Acknowledgement of Receipt of Physical Application of Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme from CSC

Selected applications are acknowledged as received and sent for Field verification.

Receipt Date *

Check	Office	Application Id	Application Dt. CAN	Applicant's Name	Bride's Name	Bride's DOB	Bride's Qualification	Applicant's Address
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/000001	07-02-2014 0331203000937	Kannan	Anitha	20-02-1985	Degree or above	33, dd, dd, CHINNAMPALAYAM, Coimbatore, TAMIL NADU - 642001.
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/000016	29-04-2014 0331203000994	Thirumal	Renuga	02-04-1985	10th to 12th standard	32, POLLACHI, Coimbatore, TAMIL NADU - 642001.
<input type="checkbox"/>	KARAMADAI Block	2014/0301/12/000025	11-08-2014 0331211000011	Rani	Vinotha	22-05-1985	10th to 12th standard	22, ANNUR, Coimbatore, TAMIL NADU - 623454.

Submit

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4.3.1.2. Field Officer's Dashboard

On completion of field verification, the BDO assistant may enter details of verification as detailed in following steps.

Move the mouse over the menu-option “Field Officer's Dashboard”. Select the option “Marriage Schemes” from the submenu. In the further submenu that appears, click on the desired Scheme Name as shown in following figure.


Field verification are listed out for all the pending applications.

Field Officer's Dash Board - Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme

Application Id	Application Dt. CAN	Applicant's Name	Bride's Name	Bride's DOB	Bride's Qualification	Applicant's Address
2014/0301 /12/000009	09-04-2014 0331203001014	Kamala	Selvi	07-04-1988	10th to 12th standard	45, GOMANGALAMPUDUR., Coimbatore , TAMIL NADU - 623534.
2014/0301 /12/000013	15-04-2014 0331203001026	Raji	Jaya	22-10-1991	Degree or above	34, POLLACHI., Coimbatore , TAMIL NADU - 642008.
2014/0301 /12/000023	30-06-2014 0331203001113	Kamala	Kumar	10-06-1980	10th to 12th standard	147, AATHUPOLLACHI, Coimbatore , TAMIL NADU - 614019.
2014/0301 /12/000024	03-07-2014 0331203001121	Kavitha	Anitha	10-06-1980	Degree or above	147, AATHUPOLLACHI, Coimbatore , TAMIL NADU - 614019.

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Click on the application-id for which field verification is completed. Following screen appears which displays all details of the application, including scanned attachments that were uploaded at the CSC.



Tamil Nadu e-District

A Citizen - Centric Portal

[சமூக நலத்துறை](#)

Acknowledgement For Physical Application Receipt,
Field Officer's Dash Board,
Change Password
[logout]

Welcome bdoAsstCoimbatore, Karamadai block, Coimbatore District

Field Officer's Main Screen - Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme

Application ID	2014/0301/12/000009	Application Dt.	09-04-2014
Applicant Name/ விண்ணப்பதாரரின் பெயர்	Kamala	CAN	0331203001014
Applicant RelationShip with Bride/ மணப்பெண்ணுடன் விண்ணப்பதாரரின் உறவுமுறை	Mother		

Current Address	Permanent Address
45, GOMANGALAMPUDUR., Pollachi , Coimbatore , TAMIL NADU - 623534.	45, GOMANGALAMPUDUR., Pollachi , Coimbatore , TAMIL NADU - 623534.
45, கோமங்கலம்புதூர், பொள்ளாச்சி , கோயம்புத்தூர் , தமிழ்நாடு - 623534.	45, கோமங்கலம்புதூர், பொள்ளாச்சி , கோயம்புத்தூர் , தமிழ்நாடு - 623534.
Mobile - 9444209595	Phone / Landline No. -

Bride Details			
Name	Selvi	மணமகள் பெயர்	செல்வி
Father name		தந்தை / காப்பாளர் பெயர்	
Mother name		தாய் பெயர்	
Religion/மதம்	Hindu	Community/சாதி	SC
Date Of Birth/பிறந்த தேதி	07-04-1988	Education/கல்வி	10th to 12th standard
Annual Income/ஆண்டு வருமானம்	10000		

BrideGroom Details			
Name	Selvan	மணமகன் பெயர்	செல்வன்
Father name		தந்தை / காப்பாளர் பெயர்	
Mother name		தாய் பெயர்	

Address	Pollachi	முகவரி	பொல்லாச்சி
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Marriage Details			
Date of Marriage/திருமண நாள்	09-04-2014	Date of application for Marriage Registration/திருமணம் பதிவு செய்த தேதி	
Bride's Age on date of marriage/திருமணத்தின் போது மணமகள் வயது	26	Bridegroom's Age on date of marriage/திருமணத்தின் போது மணமகன் வயது	34
Name of Mandapam/Church/Temple /Residence	Pollachi	திருமண இடம்	பொல்லாச்சி
Address of place of marriage	Pollachi	திருமண இட முகவரி	பொல்லாச்சி
Pincode/அஞ்சல் எண்			

Applicant Enclosures & Attachments	
No Attachments Uploaded	
Remarks Of Field Verification Officer	
Field Verification Officer Name *	Kumaran
Verification Date *	18-08-2014
	<input checked="" type="checkbox"/> All Documents Verified
Field Verification Officer's Remarks *	டாக்டர்மெட்ஸ் வெரிபை
(தமிழ் தட்டச்சு முறையை பயன்படுத்தவும்)	
Recommendation *	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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Enter the Name of the field verification officer and the date of verification. If all the relevant documents had been verified during the field visit, click on the check box near 'All Documents Verified'. Then the field verification remarks can be entered in the space provided for it. If recommended, click on the button "Yes", or else click on "No". If Not Recommended is chosen, a list box appears with a list of reasons for not-recommending the application. The appropriate reason can be chosen.

Click on submit button. Following screen appears which says that the application is forwarded to BDO.

Field Officer's Dash Board - Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme

• Your remarks have been updated and Forwarded to BDO


Application Id	Application Dt. CAN	Applicant's Name	Bride's Name	Bride's DOB	Bride's Qualification	Applicant's Address
2014/0301 /12/000013	15-04-2014 0331203001026	Raji	Jaya	22-10-1991	Degree or above	34, POLLACHI, Coimbatore , TAMIL NADU - 642008.
2014/0301 /12/000023	30-06-2014 0331203001113	Kamala	Kumar	10-06-1980	10th to 12th standard	147, AATHUPOLLACHI, Coimbatore , TAMIL NADU - 614019.
2014/0301 /12/000024	03-07-2014 0331203001121	Kavitha	Anitha	10-06-1980	Degree or above	147, AATHUPOLLACHI, Coimbatore , TAMIL NADU - 614019.

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When field verification details for all applications have been updated on the system, the message “No application to acknowledge” appears.

Change Password

Move the mouse over the menu-option “Change Password”.



Tamil Nadu e-District

A Citizen - Centric Portal

சமூக நலத்துறை

Acknowledgement For Physical Application Receipts
Field Officer's Dash Board
Change Password
[Logout]

Welcome bdoAsstCoimbatore, Karamadai block, Coimbatore District


Change Password

Please avoid using the Characters - () / \ | ! , ; ' > < *

Current Password *

New Password *

Retype New Password *



Enter the code above here: *

Designed & Hosted By: National Informatics Centre, Chennai.

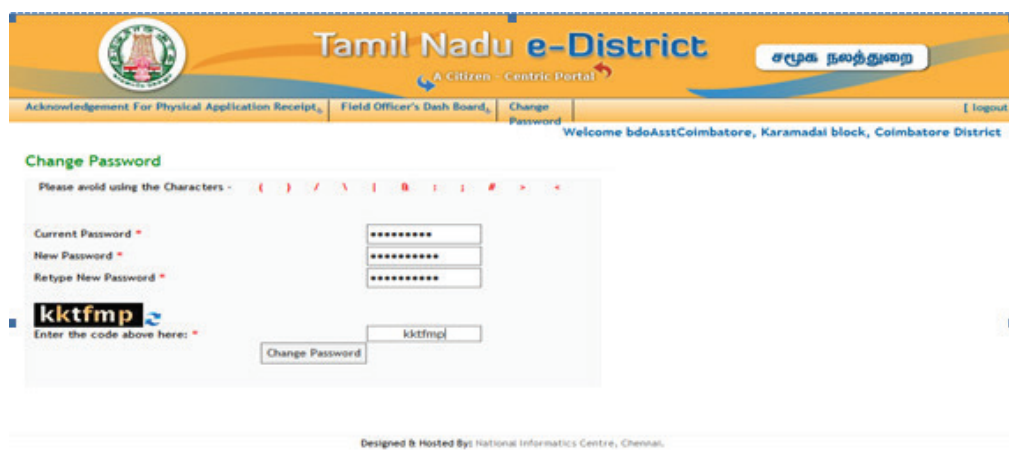
Type the current password then enter the new password and retype the new password.

A few guidelines to follow while selecting the new password:

- It is suggested to avoid the mentioned special characters.
- The new password should be a combination of small letters, capital letters, numbers and any one special character.
- The new password cannot be the password assigned the last three times.

If the details are not entered correctly, the error message will be displayed and ask to type again. If the details are entered correctly, then the password will be changed and the message will be displayed as below.

Enter the code displayed in the image. Then click on 'Change Password' button.




The screenshot shows the 'Tamil Nadu e-District' portal with the title 'A Citizen - Centric Portal' and a Tamil header 'சமூக நலத்துறை'. The navigation bar includes links for 'Acknowledgement For Physical Application Receipts', 'Field Officer's Dash Board', 'Change Password', and a 'logout' button. A welcome message for 'bdoAsstCoimbatore, Karamadal block, Coimbatore District' is displayed. The 'Change Password' form contains the following fields and instructions:

- Change Password** (Section Header)
- Please avoid using the Characters -** () / \ | . : ; # > < *
- Current Password *** (password field)
- New Password *** (password field)
- Retype New Password *** (password field)
- Enter the code above here:** (captcha image showing 'kktfmp')
- Change Password** (button)

At the bottom, it states 'Designed & Hosted By: National Informatics Centre, Chennai.'

When the new password has been successfully been updated on the system, the message "Your Password Changed Successfully" appears.



Tamil Nadu e-District

A Citizen - Centric Portal

சமூக நலத்துறை

[Acknowledgement For Physical Application Receipts](#) |
 [Field Officer's Dash Board](#) |
 [Change Password](#) |
 [Logout](#)

Welcome bdoAsstCoimbatore, Karamadai block, Coimbatore District

Change Password

Please avoid using the Characters - () / \ | ' " ; , > < *

* Your password changed successfully.

Current Password *

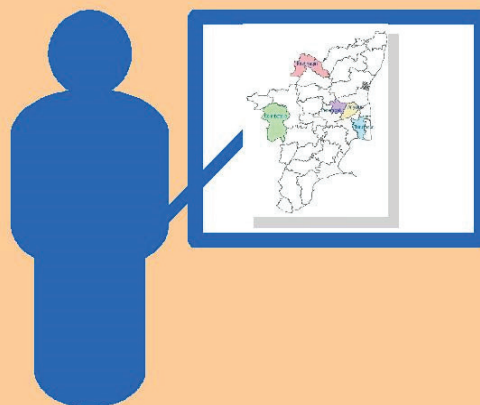
New Password *

Retype New Password *

1dq8kd

Enter the code above here: *

Designed & Hosted By: National Informatics Centre, Chennai.



Tamil Nadu e-Governance Agency
Government of Tamil Nadu



National Informatics Centre
Government of India